



Information Technology Resource Management Council

*Annual Report
December 2001*



Pamela I. Ahrens
Chairman
Department of Administration
Boise, Idaho

Chairman's Message

December 2001



To Idaho Leadership, Citizens of Idaho:

In accordance with **Idaho Code 67-5745** establishing governance authority of the Information Technology Resource Management Council, we are pleased to provide you with our **2001 Annual Report** reviewing our progress for this past year.

Since its inception in 1996, the ITRMC has worked collaboratively with state agencies to facilitate a centralized approach to the acquisition and evaluation of today's ever changing technologies; and to sustain momentum through an evolving, dynamic, statewide **strategic IT plan** directing our wise use of resources.

During 2001, many Idaho state government agencies have effectively introduced new IT applications, providing Idaho citizens greater access to government information and services than ever before. Our state's official web portal, **accessidaho.org**, continues to be the electronic front door to an increasing number of on-line service offerings from state agencies.

Revolutions in technology rarely pause, and never stop. Idaho views this as an opportunity and focuses our energies through a revised Strategic Information Technology Plan featuring **five areas of emphasis**: Implementing a 'One Government' framework for providing services to Idaho citizens; Leveraging information technology as a strategic asset; Providing secure access to data and services while insuring confidentiality and privacy; Expanding participation in Digital Government to all of Idaho's citizens; and Recruiting and retaining a proficient IT workforce.

Streamlining government will continue ... organizational divides will give way to organizational coordination and cooperation as agencies increasingly work more closely together. The ITRMC has long recognized that **"cooperation adds value"** and that the coordination needed requires time and resources, but its value far exceeds its cost. We appreciate your support and welcome your comments, and we look forward to continuing our work together.

A handwritten signature in cursive script, reading "Pam Atkins".

**Chairman, Information Technology
Resource Management Council**

ITRMC Members

Pam Ahrens, Chairman, Information Technology Resource Management Council

Executive Agency Officers:

Dwight Bower, Idaho Transportation Department

Karl Kurtz, Department of Health and Welfare; * *Charles Wright*

Public Safety Official:

E.D. Strickfaden, Idaho State Police; * *Dave Rich*

Agency Information Systems Representative:

Steve Wilson, Idaho State Tax Commission

Rural Interests Representative:

Mary Elizabeth Jones, College of Southern Idaho, Filer, ID

Local Government - City/County Representative:

Ken Harward, Association of Idaho Cities

Industry IT Executive:

Roger Parks, JR Simplot Company

Judiciary:

John Peay, Idaho Supreme Court; * *Corrie Keller*

Elected Officer:

J.D. Williams, State Controller; * *Keith Johnson*

State Board of Education:

Gary Stivers, Executive Director; * *Nancy Szofran*

Superintendent of Public Instruction:

Dr. Marilyn Howard; * *Rich Mincer*

Legislative Appointments:

Senator Hal Bunderson

Senator Bert C. Marley

Representative Lee Gagner

Representative *appointment pending*

*designated alternate

Front Cover: 1st ITRMC Information Technology Achievement Awards* presented at the 2001 Digital Government Boot Camp for Idaho Policy Makers.

*See [ITRMC Information Technology Achievement Award Program](#), page 9.

ITRMC

Vision

Assure standardized, effective, and efficient statewide access to information and services.

Mission

The ITRMC will develop and implement a comprehensive statewide information technology infrastructure to enhance the delivery of accurate, timely, and appropriate services for Idahoans while increasing their economic vitality.

Goals

Goal 1: Use information technology to enhance government's ability to serve its citizens more responsibly and cost effectively.

Goal 2: Create, oversee, and maintain a dynamic, comprehensive information technology resource management plan and establish principles and parameters by which a statewide information technology infrastructure is developed, coordinated, and managed to maximize the cost-benefits to taxpayers.

Goal 3: Promote the development and diversification of Idaho's economy through the use of information technology.

ITRMC Staff

Rich Elwood, Statewide IT Coordinator

Bill Farnsworth, IT Policy Analyst (Electronic Commerce)

Nathan Bentley, State Geographic Information Systems (GIS) Coordinator

Don Fournier, IT Policy Analyst (Telecommunications, Security)

Emily Gales, ITRMC Assistant

Telephone: 208 332-1876
Fax: 208 334-2307
E-Mail: itrmc@adm.state.id.us
Web Address: www2.state.id.us/itrmc
Mail: 650 West State Street (83702)
P.O. Box 83720
Boise, ID 83720-0042



Lieutenant Governor Jack Riggs welcomes Idaho policy makers to the Digital Government Boot Camp, held October 2001.



Dr. Jerry Mechling, right, Harvard University JFK School of Government., talks with a 'Boot Camp' attendee during a break.

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2001 Key Accomplishments

- Revised State Information Technology Plan
- Developed ITRMC IT Policies, Enterprise Standards, and Guidelines
- Successfully planned and conducted Digital Government “Boot Camp” for Idaho Policy Makers
- Established ITRMC IT Achievement Award Program
- Continued oversight of accessidaho.org
- Purchased statewide SPOT Image map
- Continued oversight of ITTP Employee Training Program
- Formed new committee and four new work groups (Idaho Geospatial Committee; Metatag, SATAD, IT Security Plan, and Shared E-Mail Service work groups)



ITRMC Chairman Pam Ahrens leads a panel discussion.
From left: Rich Elwood, Joe Roche, Jan Cox, Nancy Szofran, and Liza Fox at the October 25th Digital Govt. Boot Camp

2001 Executive Summary

The purpose of this Annual Report is to present information about the accomplishments, activities, and initiatives of the Information Technology Resource Management Council (ITRMC).

The ITRMC strives to provide and develop cost-effective solutions for delivery of governmental services through agencies. Technology plays an important role in the quality of services delivered by government and the manner in which citizens and businesses can interact with their government. Considering this substantial information technology investment, Idaho taxpayers expect and deserve maximum value in the delivery of vital services through the state's cost-effective and efficient use of information technology, computers, systems, networks, and applications.

Through a collaborative approach, the ITRMC is making fundamental decisions and taking actions to shape and guide the statewide information technology direction. State agencies, from the smallest self-governing entity to educational institutions and major departments, are participating in cooperative ways with the Council and the ITRMC Staff in the management of information technology.

Key Accomplishments/Initiatives—2001

- **State Information Technology Plan:** The Council adopted the revised Information Technology Plan for Idaho on August 29, 2001.
- **ITRMC IT Policies, Enterprise Standards, and Guidelines:** In order to support the revised IT Plan, the ITRMC Staff undertook an extensive effort to review existing policies, standards, and guidelines in order to develop a new format to better suit the electronic distribution of these key components and to ensure policies, standards and guidelines supported the directions established in the newly revised Information Technology Plan. As a result of this effort, new document formats were developed that lend themselves to electronic distribution through the Internet. Secondly, additional policies, standards and guidelines were developed, recommended to and adopted by ITRMC.

Executive Summary (continued)

- **Digital Government Boot Camp:** The 2001 Digital Government Boot Camp for Idaho Policy Makers was held on October 25th at the Boise Centre on the Grove, Boise, Idaho. The event was kicked off with a moving rendition of the National Anthem, performed by a Boise High School violin soloist. Lieutenant Governor Jack Riggs offered welcoming comments to the 240 attendees, including policy makers, state employees, and others interested in the deployment of digital government in the State of Idaho. Event faculty included: morning keynote **Jerry Mechling, Ph.D.**, Harvard University John F. Kennedy School of Government; **Edward Fraga**, Gartner Consulting Services; **David Temoshok**, federal Office of Government-wide Policy, General Services Administration; and afternoon keynote **Gina Smith**, CEO, The New Internet Computer Company. An **Awards Luncheon**, in which ITRMC Information Technology (IT) Achievement Awards were presented in recognition of Idaho IT 'Best Practices', was held. Following the Luncheon, fifty booth participants demonstrated twenty-two Idaho state and local government on-line applications, products and services in the form of '**Best Practices**' booths. The event was wrapped up with a **Major Initiatives Discussion** of Idaho's digital government issues, moderated by ITRMC Chairman Pam Ahrens. Sponsorship by corporate partners (Dell Computer Corp., Access Idaho, MicronPC, Oracle Corp., Hewlett-Packard, NIC, and Qwest) covered about 77% of total 'Boot Camp' costs.
- **ITRMC IT Achievement Award Program:** In an effort to recognize achievements in various areas of information technology and highlight Idaho IT 'Best Practices', the ITRMC has established the ITRMC Information Technology Achievement Award program. Emphasis is placed upon those IT initiatives that most effectively assist government and education officials and agencies in innovatively executing their duties and providing cost-effective services to our citizens. The eight categories for which nominations are accepted are as follows: Accessibility, Communications Infrastructure, Digital Government, Information Architecture, Innovative Use of Technology, IT Professional Retention and Recruitment, Public Private Partnership, and Service Applications.

Executive Summary *(continued)*

- **Access Idaho, Electronic Front Door to Idaho State Government:** Access Idaho is the official name for the State of Idaho Internet portal, a public-private partnership that provides on-line government services and information to the public. The portal contract was formally awarded and signed with the Idaho Information Consortium on December 7, 1999, beginning a relationship with the Idaho affiliate of the nation's leading provider of Internet-based electronic government services, the National Information Consortium (NIC). Since its public launch in May 2000, Access Idaho has produced more than 32 web sites and e-commerce applications for the State of Idaho.

NIC provides portal services for other state governments, including Arkansas, Georgia, Indiana, Iowa, Kansas, Maine, Nebraska, Utah, Virginia and Hawaii. The Access Idaho website is <http://www.accessidaho.org>.

- **Enterprise GIS (Geographic Information Systems):** For years, users of geographic information systems (GIS) in Idaho have understood the need to coordinate both data-gathering and -sharing activities. Executive Order 2001-07, signed by Governor Kempthorne in April 2001, re-established the state's directive to lead the GIS coordinating effort in Idaho by creating the Idaho Geospatial Committee (IGC).
- **Information Technology Training Program (ITTP):** The ITTP training program began in 1998, as an outcome of the 1997 Governor's executive management meeting on IT Recruitment and Retention. Many state agencies have chosen to participate in a collaborative spirit making this program highly successful. In 2001 ITTP took on a new look with a freshly designed web site providing agencies with current training schedules as well as registration and reporting features. As a result ITTP was awarded the National Association of State Chief Information Officers (NASCIO) award for retention as well as the 2001 ITRMC IT Achievement Award for IT retention and retraining.

Digital Government Progress Recognized

In the past year, the State of Idaho has been recognized by a variety of e-government research and information organizations.

This September, the National Association of Chief Information Officers (NASCIO) presented one of only 11 Recognition Awards for IT excellence to the **Information Technology Training Program (ITTP)**. The state's **Purchasing Modernization Initiative** to enable electronic procurement was also the recipient of the prestigious Cronin Club Gold Award by the National Association of State Procurement Officials (NASPO). Also in September, the Idaho Attorney General's Consumer Protection Unit received an award from the Conference of Western Attorneys General (CWAG) for "Best Online Consumer Services." Idaho was honored, in part, for its achievement in providing online registration for the **Attorney General's No Call List**.

Idaho's official Internet Portal, **accessidaho.org**, received a Civic 50 Award by Federal Computer Week Government Technology Group this past June. Idaho continues to show improvement in the Digital States Survey conducted annually by the Center for Digital Government, and in 2001, was ranked fourth (behind New Jersey, Washington, and Maine) for its innovation in providing citizens access to information and services through the Internet and for effective use of information technology throughout all its state agencies. Idaho's top ten ranking was based upon results from Part III of the Survey in the category of Management/Administration.

Idaho state agencies have also been acknowledged for IT innovation. The **Idaho Small Business Solutions Web site** has been selected as a recipient of the national 2001 CSG Innovation Award. A Civic 50 Award was presented to The **Idaho OnePlan Web site**, developed by the Soil Conservation Service. The **State Controllers Office and its IOPS Program (Paperless On-Line Payroll/Personnel System)** was presented the only top national award for innovation by the National Association of State Controller's (NASC) in March 2001; and **SCO's Travel Express** automated program received an IT Innovation Award last year from NASCIO (National Association of State Chief Information Officers).

Digital Government Strategies

A major goal of strategic information technology planning is to promote the development and diversification of Idaho's economy through the use of information technology. During 2001, the ITRMC Staff, in collaboration with state government agencies, and as directed by the Council, formalized a strategic direction and the basic premise under which the State of Idaho will participate in the transfer of information electronically.

The state's "**Digital Government Strategy**" provides the direction required for Idaho state government to maximize its current, substantial IT investment and be prepared to participate fully in the digital revolution. The Digital Government Strategy includes the following components:

- **Portal: Access Idaho, an Internet Portal/Gateway**

The State of Idaho currently utilizes a portal, or gateway, to provide electronic access to government services. This provides access to state information and data, thus enabling the user to conduct business with the state anytime, anywhere in the world.

- **Connectivity: IDANET, Statewide Telecommunications Infrastructure**

The State of Idaho is developing an RFP for a telecommunications service contract for statewide high-speed digital connectivity to be utilized by K-12, higher education, libraries, state agencies, city, county and state governments.

- **Training: Digital Government Boot Camp for Idaho Policy Makers**

A Digital Government "Boot Camp" for Idaho policy makers was held October 25, 2001, which focused on Idaho's need to continue moving forward on digital government. The meeting brought together state agency directors, legislators and elected officials. Demonstration booths displayed how agencies are utilizing electronic government to meet citizens' needs. Similar programs will be conducted in 2002.

- **Outreach: Idaho Geospatial Users Meeting, Jerome Canal Distribution, Canamex**

The ITRMC promotes and delivers outreach programs about designated information technology issues to rural Idaho by conducting regional meetings annually to discuss statewide information technology initiatives.

State Information Technology Plan

In 1998, the ITRMC adopted the state's first Idaho Information Technology Plan, which projected actions in Four Phases through the year 2005. Phase One and Two assured continuance of basic ITRMC policy and standards development, review of agency budgets, development of statewide IT purchasing contracts, and coordination of IT professional technical training. Phase Three focused on the development of a Web Portal for citizens to access government information and services, and coordination of statewide document management. Phase Four projected the development of a statewide Intranet allowing state agencies to fully share information.

For the state of Idaho to take full advantage of Digital Government and its broad range of technologies, processes, and practices, the revised Information Technology Plan must build upon accomplishments of the past and provide the vision for the future. As successfully demonstrated, collaboration and cooperation between agencies, units of local government, and policy makers can lead the state to new levels of digital government services to Idaho citizens. The Information Technology Plan outlines five areas of opportunities to further continue Idaho's transformation to Digital Government.

- I. Implement 'One Government'**
- II. Leverage Information Technology as a Strategic Asset**
- III. Provide Secure Access and Confidentiality**
- IV. Expand Participation in Digital Government**
- V. Recruit and Retain a Proficient IT Workforce**

Government leaders will need to apply guiding principles in their approach to managing the processes of bringing digital government to reality and to successfully move government closer to all its constituents. These principles cover the following three areas:

- I. Leadership/Governance**
- II. Responsive/Relevance**
- III. Intellectual Infrastructure**

The Council adopted the revised Information Technology Plan for Idaho on August 29th, 2001.

Policy Development

The legislation that created the Information Technology Resource Management Council assigned responsibility to ITRMC for the development of Policies, Standards, and Guidelines. Since its inception in 1996, the ITRMC had adopted seven IT policies and four standards in fulfillment of its responsibilities.

In order to support the revised IT Plan, the ITRMC Staff undertook an extensive effort to review existing policies, standards, and guidelines in order to develop a new format to better suit the electronic distribution of these key components and to ensure policies, standards and guidelines supported the directions established in the newly revised Information Technology Plan. As a result of this effort, new document formats were developed that lend themselves to electronic distribution through the Internet. Secondly, additional policies, standards and guidelines were developed, recommended to and adopted by ITRMC in the following areas:

Adopted Policies

1000 – General Policies

- 1010 – Information Technology Standards and Guidelines Framework
- 1020 – Privacy Notice
- 1030 – Electronic Document Management
- 1040 – Employee Electronic Mail and Messaging Use
- 1050 – Employee Internet Use
- 1060 – Employee Personal Computer Use

2000 – Information Technology Planning Policies

- 2010 – Information Technology Planning Process
- 2020 – Business Recovery Planning
- 2030 – Information Technology Major Project Review
- 2040 – Risk Assessment
- 2050 – Information Technology Security Framework

3000 – Telecommunications Policies

- 3010 – Telecommunication Switching and Long Distance Services
- 3020 – Connectivity and Transport Protocols
- 3030 – Wide Area Networks (WAN)

4000 – Access Security

- 4010 – Digital Certificates & Public Key Infrastructure

Policy Development *(continued)*

Adopted Standards and Guidelines

- Enterprise Standards
 - ◊ 2000– Software – Desktop & Notebook
 - 2100 Operating System (O/S)
 - 2110 Office Suite
 - 2120 Electronic Mail – Messaging
 - ◊ 2500 – Software – Server
 - 2510 Network Operating System
 - ◊ 3000 – Network and Telecommunications
 - 3100 Network Services – Internet/Intranet Web Server
 - 3110 Network Services – Internet/Intranet Web Browser
 - 3120 Network Services – Data/Network Integrity
 - 3200 Security – Firewall
 - 3210 Security – Network Intrusion Detection System
 - 3220 Security – Virtual Private Network
 - ◊ 5000 – Information and Data
 - 5110 Metatags
- Enterprise Guidelines
 - ◊ G100 – Information Technology Planning
 - G115 Business Recovery Plan

A process has been established for the ongoing review of policies, standards, and guidelines to ensure they are kept current and combined with new policies, standards and guidelines reflecting changes in the use of information technology, will implement the mission and responsibilities of ITRMC.

Senator Jerry Thorne directs
October 2001 'Boot Camp'
attendees in pre-conference
exercises.



Digital Government Boot Camp



ITRMC Chairman Pam Ahrens welcomes 'Boot Camp' attendees



Dr. Jerry Mechling, keynote speaker, describes *"Eight Imperatives for Leaders in a Networked World"*



David Temoshok, guest speaker, presents on *"Network Security and Protection of Government Information"*



Boise Mayor Brent Coles, right, accepts an ITRMC IT Achievement Award on behalf of the City of Boise



'Boot Camp' attendees enjoy lunch during the Awards Luncheon

'Boot Camp' *(continued)*



Guest speaker Edward Fraga talks with fellow presenters and others during lunch.
From left: Dr. Jerry Mechling, Nathan Bentley, Dena Duncan, Steve Wilson, David Temoshok, Don Fournier, and Ed Fraga



Attendees visit the Department of Finance 'Best Practices' booth



Representative Ruby Stone visits the Idaho Public Television 'Best Practices' booth



Steve Kenyon works the Office of the State Controller's 'Best Practices' booth, which demonstrated the Controller's on-line payroll and employee travel reimbursement systems

Gina Smith, afternoon keynote, gives insight on *"New Opportunities through Emerging Technologies"*



accessidaho.org

Access Idaho: Electronic Front Door to Idaho State Government

Access Idaho is the official name for the State of Idaho Internet portal, a public-private partnership that provides on-line government services and information to the public.

Since its public launch in May 2000, Access Idaho has produced more than 32 web sites and e-commerce applications for the State of Idaho. The Portal has received national recognition for its innovative developments from the Council of State Governments for having the “best all-around state government web site” and the Western Attorney Generals Association for the Idaho No Call Telemarketing List.

Access Idaho spent 2001 developing a variety of applications and creating a framework that will allow it to expand its development pace for 2002. The state can look forward to greater access to online services and new options for payment of services through e-checks. For next year, the public can anticipate access to electronic tax filings, more professional licensing, and several transportation-related applications.

The Access Idaho Steering Committee — made up of representatives from the Idaho Transportation Department, the Departments of Water Resources and Labor, and the Secretary of State's Office — working closely with the Department of Administration will continue to assess and prioritize projects for the Portal and ensure the citizens of Idaho continue to see improvements in electronic access to government services.

The portal contract was formally awarded and signed with the Idaho Information Consortium on December 7, 1999, beginning a relationship with the Idaho affiliate of the nation's leading provider of Internet-based electronic government services, the National Information Consortium (NIC). NIC provides portal services for other state governments, including Arkansas, Georgia, Indiana, Iowa, Kansas, Maine, Nebraska, Utah, Virginia and Hawaii.

Access Idaho, official State of Idaho web site (launched in May 2000) is accessible at www.accessidaho.org



GIS Coordination

For years, users of geographic information systems (GIS) in Idaho have understood the need to coordinate both data-gathering and -sharing activities. Executive Order 2001-07, signed by Governor Kempthorne in April 2001, re-established the state's directive to lead the GIS coordinating effort in Idaho by creating the Idaho Geospatial Committee (IGC). The sixteen-member ITRMC standing committee is comprised of professionals from across multiple levels of government (Federal, State, Tribal, County, City), Higher Education, and private and utility companies. The broad user base this committee represents provides the leadership diversity needed to address the issues and concerns of the GIS community.

In accordance with Executive Order 2001-07, the IGC has organized a subcommittee to address the needs and functions of a **State Geospatial Data Clearinghouse**. This subcommittee will make recommendations as to where a clearinghouse is best suited, and will research and recommend funding mechanisms to sustain this service. A second IGC subcommittee dealing with the **standardization of geospatial applications** to be used within the state has also been established. Idaho's GIS standardization process would identify software packages that would meet national "Open GIS Standards" that allow data to be exchanged independent of platform, operating system, or software. This process would also allow partners at federal and local levels to know how to interact with the state, and contractors for the state would have a known product to deliver.

GIS in Idaho is represented at the regional and national levels via participation with the Western Governors' Association (WGA) GI Council, and the National States Geospatial Information Council (NSGIC). Through WGA association, Idaho had the opportunity to bring Remote Sensing workshops to its universities. The state also received a grant from WGA and NASA to develop models using satellite imagery for fire planning, response and restoration.

Regional Cooperation/Coordination: GIS specialists from Idaho have participated with regional planning efforts: hydrology mapping and standardization; the collection of National Spatial Data Infrastructure (NSDI) framework data. Two Northern Idaho counties are part of a prototype for the National Map initiative. This prototype is collecting data from Bonner and Kootenai counties, along with counties in the State of Washington, to facilitate the National Map effort in cross-border integration of data into one data set. The National Map is a U.S. Geological Survey (USGS)-led project.

National Cooperation/Coordination: Through the State GIS Coordinator, the IGC has committed to participate in the Office of Management and Budget's (OMB) I-Team initiative, a program that encourages the development of business plans to prioritize and budget for GIS data development and maintenance.

Training – ITTP On-line

The Information Technology Training Program (ITTP) was developed to assist agencies in recruiting and retaining qualified information technology employees. Utilizing resources from the state, higher education, major computer hardware and software firms, and private training organizations, ITTP provides professional development training for state employees.

ITTP is a collaborative effort of the ITRMC, the Division of Professional-Technical Education, and the Departments of Administration and Labor.



In December of 2000, a new registration and reporting web site went live. Through cooperation and shared funding by the ITRMC, the Idaho State Tax Commission,

the Idaho Department of Parks and Recreation, and the Division of Professional-Technical Education, a new web-based system—Client-Server SQL database Server—was purchased. This new server and its custom programming will benefit not only ITTP functionality, but also meets a critical need for a shared, state agency Internet database application. The Division of Information Technology and Communication Services has completed installation of the new server, housed at the Department of Administration. ITTP is presently training private and public vendors, and the agency's IT managers on the new system.

Online Courses: Through partnerships with Executrain, Ed2Go, and Idaho's six technical colleges, desktop and technical courses are available. These new moderated training options will benefit state employees with potential for increased retention.

Face-to-Face Courses: Technical and desktop training continues to be offered to state employees, utilizing the regular classrooms at several training centers statewide. Co-opt discounts are available on a case-by-case basis.

The ITTP training program began in 1998, as an outcome of the 1997 Governor's executive management meeting on IT Recruitment and Retention. Many state agencies have chosen to participate in a collaborative spirit making this program highly successful. In 2001 ITTP took on a new look with a freshly designed web site providing agencies with current training schedules as well as registration and reporting features. As a result ITTP was awarded the National Association of State Chief Information Officers (NASCIO) award for retention as well as the 2001 ITRMC IT Achievement Award for IT retention and retraining.

From its modest beginnings in 1998 the ITTP has continued to offer services in desktop, technical and on-line training. In fiscal year 2002 the ITTP has provided seats in 540 technical courses as well as over 2,800 seats in desktop training.

Guiding Principles for Implementing Digital Government

Government leaders will need to apply guiding principles in their approach to managing the processes of bringing digital government to reality and to successfully move government closer to all its constituents.

I. Leadership/Governance

Change is rapid. There is little time to wonder what the next step will be. To successfully implement digital government, leadership must be committed and prepared to participate. Digital government will change governance, as it is traditionally known. The State will have the ability to overcome geographic barriers and inequities in ways never before envisioned by bringing government closer to all constituents.

II. Responsive/Relevance

Citizens in both urban and rural communities have high expectations that government will effectively utilize technology. Moreover, government must explore ways to assure that rural citizens benefit from technology advances as much as their urban neighbors. In fulfillment of citizens' expectations, government leaders must champion efforts to promote and encourage innovation to improve and deliver service offerings.

III. Intellectual Infrastructure

In addition to compatible systems that are trusted and secure, deploying digital government will require a strong intellectual infrastructure of "knowledge workers" -- professionals who are talented, skilled and motivated. To retain them, innovative and competitive compensation and benefit programs will be required.



Idaho state legislators gather during a break to discuss 'Boot Camp' happenings (October 25, 2001)

Appendices

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Appendix A – ITRMC Statute

Idaho Statutes

TITLE 67

STATE GOVERNMENT AND STATE AFFAIRS

CHAPTER 57

DEPARTMENT OF ADMINISTRATION

FIFTY-THIRD LEGISLATURE, SECOND REGULAR SESSION - 1996

67-5745B. INFORMATION TECHNOLOGY RESOURCE MANAGEMENT COUNCIL.

COMPOSITION -- APPOINTMENT AND TERM OF OFFICE -- REIMBURSEMENT --
CONTRACTING FOR NECESSARY SERVICES.

(1) An information technology resource management council is hereby created within the department of administration. The council shall consist of sixteen (16) members who shall each serve a term of office of two (2) years. For purposes of the initial appointments, the eight (8) members of the council to be appointed by the governor shall be appointed for a one (1) year term. The governor shall appoint eight (8) members of the council as follows: a chairman, two (2) executive agency officers, an information technology executive from private industry, a public safety official, a state information systems manager, a representative from local government and a representative for rural interests. The remaining membership of the council shall be comprised of the following: two (2) persons appointed by the president pro tempore of the senate and two (2) persons appointed by the speaker of the house of representatives, one (1) from each of the two (2) largest parties, to represent the legislative branch of state government; one (1) person appointed by the chief justice of the supreme court to represent the judicial branch of state government; the state controller; the state superintendent of public instruction; and the executive officer of the state board of education. All appointed members of the council shall serve at the pleasure of the appointing authority.

(2) The council shall hold no fewer than four (4) regular meetings annually at such time and place as may be directed by its chairman. The council may meet more frequently at the call of the chairman or if requested by a majority of the council's members. Members of the council shall serve with no salary or benefits, but are entitled to reimbursement as provided in section 59-509(b), Idaho Code.

(3) The council may contract for professional services or assistance when necessary or desirable to carry out its powers and duties.

Appendix A (continued)

Idaho Statutes

TITLE 67

STATE GOVERNMENT AND STATE AFFAIRS

CHAPTER 57

DEPARTMENT OF ADMINISTRATION

FIFTY-THIRD LEGISLATURE, SECOND REGULAR SESSION - 1996

67-5745C. GENERAL POWERS AND DUTIES OF THE COUNCIL.

The council shall:

- (1) Review and evaluate the information technology and telecommunications systems presently in use by state agencies;
- (2) Recommend policies and prepare statewide short-range and long-range information technology and telecommunications systems plans to meet the needs of state agencies;
- (3) Within the context of its strategic plans, establish statewide information technology and telecommunications standards, guidelines, conventions and comprehensive risk assessment criteria that will assure uniformity and compatibility of such systems within state agencies;
- (4) Recommend and coordinate the use and application of state agencies' information technology and telecommunications resources;
- (5) Review and approve large-scale information technology and telecommunications projects including, but not limited to, risk assessment methodologies used by state agencies using council risk assessment criteria, for state agencies;
- (6) Review state agencies' compliance with statewide information technology and telecommunications systems plans;
- (7) Recommend cost-efficient procedures for state agencies' acquisition and procurement of information technology and telecommunications systems;
- (8) Upon request, provide technical expertise to state government and any other governmental entity;
- (9) Maintain a continuous and comprehensive inventory of information technology and telecommunications systems within state agencies;

Appendix A (continued)

(10) In accordance with statutes governing the availability or confidentiality of public records and information, establish guidelines for the accessing of public information by the public;

(11) On an annual basis, publish a report of the activities of the council for provision to the governor and the legislature;

(12) Recommend the enactment or promulgation of any statutes or rules necessary to carry out the statewide information technology and telecommunications systems plans;

(13) Enter into contracts for professional services and assistance not otherwise available in state government;

(14) Encourage and promote the development and growth of the information technology industry in the state in accordance with sound business principles and practices;

(15) Encourage and promote cooperative information technology efforts and activities between the state, private enterprise and the public;

(16) Encourage and support education and training opportunities relating to information technology and telecommunications; and

(17) Perform any additional functions consistent with the purpose of this act which are necessary and appropriate for the proper conduct of the council.

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Appendix B – ITRMC Committees

Access Idaho Steering Committee

This committee provides oversight of Access Idaho E-Government applications such as licensing, filing, and renewals. The Committee reviews individual agency licensing agreements with Idaho Information Consortium (IIC), the state's "portal" contractor. Members include, the Secretary of State's Office, the Departments of Transportation, Labor, Water Resources, Division of Purchasing, the ITRMC Staff, and IIC.

Idaho Geospatial Committee (IGC)

The purpose of this group is to provide policy-level direction and promote efficient and effective use of resources for matters related to geographic information. The IGC was formed by Executive Order of the Governor.

Public Safety, Emergency Communications Committee

Established recommendations which provided a framework for accessing universal 911 service for all Idahoans; developed a plan for a comprehensive statewide safety communications network accessible by all levels of government; and continues to promote minimum standards for 911 and other public safety dispatchers.

Enterprise IT Security Plan Work Group

This group, comprised of major state agency and local government representatives, will develop an Enterprise IT Security Plan to safeguard critical information and infrastructure, minimize risk and vulnerability, and support the opportunities identified in the State IT Plan. Research on the subject of a shared business recovery site for the state will also be handled as part of the IT Security Plan process.

Enterprise Shared E-Mail Service Work Group

This group is charged with the examination of a shared e-mail service for the state and how it would fit into a state organization. The Work Group will report its findings and make recommendations to the ITRMC.

Appendix B (continued)

Metatag Work Group

Metatags are hidden codes that can be embedded in the HTML source code of a Web page and are searchable by search engines. The Metatag Work Group was formed to develop criteria for how and when metatags should be used; to establish and recommend a metatag standard for Idaho government; and to recommend an implementation process.

Secure Access to Applications and Data Work Group

The need to have secure user authentication for computer and network access by State employees and others is critical. Multiple State agencies are asking for action to be taken toward a centralized digital certificate authentication solution.

This effort will coordinate with all interested State agencies to ensure their needs and preferences are included in a common solution. The goal will be to provide a policy and direction for a system that allows all current State employees, previous employees, business partners and others, as may be determined, secure, authorized and authenticated access to information contained on State agency computer systems that those individuals have a right and a need to access.

Statewide IT Plan Task Force

The purpose of the Task Force is that of recommending the goals and strategies outlined in the State Information Technology Plan. As requested by ITRMC, the Plan has been updated to reflect progress and future goals. (See State Information Technology Plan, ITRMC 2001 Annual Report, page 13.)

Appendix C – Committee Membership

Access Idaho Steering Committee

Bill Farnsworth, *ITRMC Staff*; Chuck Goodenough, *Secretary of State's Office*; Mark Little, *Division of Purchasing*; John McAllister, *Department of Labor*; Susan Simmons, *Department of Transportation*; Scott Somerhalder, *Idaho Information Consortium*; Rob Spofford, *Department of Water Resources*.

Idaho Geospatial Committee (IGC)

Liza Fox, *Idaho Transportation Department of Water Resources, Chairwoman*; Senator Hal Bunderson, *Idaho House, ITRMC member*; Nathan Bentley, *ITRMC Staff*; Joe Calderwood, *USDA Forest Service*; Tracy Fuller, *US Geological Survey*; Dennis Hill, *City of Pocatello*; Diane Holleran, *Private Industry, Power Engineers*; Piotr Jankowski, *University of Idaho*; Mike McDowell, *Kootenai County*; Tony Morse, *Department of Water Resources*; Frank Mynar, *Private Industry, Idaho Power, Power Engineers*; Jonathan Perry, *Bureau of Disaster Services*; Craig Rindlisbacher, *Madison County*; Frank Roberts, *Coeur d'Alene Tribe*; Carol Silvers, *Idaho State Library*; Bill Yeager, *USDI Bureau of Land Management*.

IGC Technical Working Groups (TWGs):

Cadastral and Geodetic Control TWG

Hydrography TWG

Landuse/landcover TWG

Ortho-imagery TWG

Transportation TWG

IGC Ad-Hoc Subcommittees:

Clearinghouse Subcommittee

Geospatial Applications Subcommittee

IDTM Conversion Subcommittee

Public Safety, Emergency Communications Committee

Major General John Kane, *Division of the Military, Chairman*; Pam Ahrens, *Department of Administration, ITRMC Chairman*; E.D. Strickfaden, *Idaho State Police, ITRMC member*; Chief Bruce Allcott, *Idaho Fire Chiefs Assoc.*; Hal Anderson, *Department of Water Resources*; Dean Barton, *Transportation Department*; Bill Bishop, *Hazardous Materials Operation Commission*;

Appendix C *(continued)*

Dan Chadwick, *Idaho Association of Counties*; John Cline, *Bureau of Disaster Services*; Judi Danielson; Dia Gainor, *Emergency Medical Services*; Representative Wendy Jaquet, *Idaho House*; Steve Jenkins, *National Interagency Fire Center*; Lelani Jensen, *Bureau of Disaster Services*; Rick Just, *Department of Parks and Recreation*; Representative Hilde Kellogg, *Idaho House*; Vaughn Killeen, *Idaho Sheriff's Assoc.*; Peter Morrill, *Idaho Public Television*; Al Nicholson, *Department Idaho Fish and Game*; John Olson, *DITCS*; Gene Ramsey, *Blaine County Commissioners*; Joe Roche, *DITCS*; Dave Schunke, *Idaho Public Utilities Commission*; Les Shadduck, *Ada County Sheriff's Department*; Representative Ruby Stone, *Idaho House*; Senator Jerry Thorne, *Idaho Senate*.

911 Systems Subcommittee Chairman:

Vaughn Killeen, *Idaho Sheriff's Association*

Public Safety Statewide Trunked Radio System Subcommittee Chairman:

Major Dave Rich, *Idaho State Police*

Enterprise IT Security Plan Work Group

Karl Kurtz, *Department of Health and Welfare*, *ITRMC member*, *Chairman*; Other members to be determined.

Enterprise Shared E-Mail Services Work Group

Steve Wilson, *Idaho Tax Commission*, *ITRMC member*, *Chairman*; Roger Parks, *JR Simplot Company*, *ITRMC member*; Other members to be determined.

Metatag Work Group

John Peay, *Idaho Supreme Court*, *ITRMC member*, *Co-Chair*; Carol Silvers, *Idaho State Library*, *Co-Chair*; Bill Farnsworth, *ITRMC Staff*; Bobbi Eckerle, *Department of Administration*; John Eckerle, *Department of Administration*; Leslie Jones, *Idaho Tax Commission*; Dan Lester, *Boise State University Library*; Marlene Mussler-Wright, *Access Idaho*; Nancy Szofran, *Board of Education*; John Tompkinson, *Idaho Transportation Department*; Steve Walker, *Historical Society*.

Appendix C *(continued)*

Secure Access to Applications and Data Work Group

J.D. Williams, *State Controller, ITRMC member*; John Peay, *Idaho Supreme Court, ITRMC member*; Steve Wilson, *Idaho Tax Commission, ITRMC member*; Don Fournier, *ITRMC Staff*; Dena Duncan, *Department of Administration*; Ed Howell, *Public Utilities Commission*; Kevin Iwersen, *Department of Administration*; Laird Justin, *Office of the State Controller*; Mike Key, *Idaho State Police*; Mark Richardson, *Idaho Transportation Department*; Corey Schou, *Board of Education*; Pam Sommer, *Department of Fish and Game*; Rob Spofford, *Department of Water Resources*; Charles Wright, *Department of Health and Welfare*.

SATAD Policy Subcommittee Chairman:

Charles Wright, *Department of Health and Welfare*

RFP (Request for Proposal) Evaluation Subcommittee Chairman:

Mark Little, *Division of Purchasing*

Statewide IT Plan Task Force

Pam Ahrens, *Department of Administration, ITRMC Chairman, Chairman*; Dr. Marilyn Howard, *Department of Education, ITRMC member*; Mary Elizabeth Jones, *College of Southern Idaho, ITRMC member*; Karl Kurtz, *Department of Health and Welfare, ITRMC member*; Senator Bert Marley, *Idaho Senate, ITRMC member*; John Peay, *Idaho Supreme Court, ITRMC member*; J.D. Williams, *Idaho State Controller, ITRMC member*; Rich Elwood, *ITRMC Staff*; Hal Anderson, *Department of Water Resources*; Brad Foltman, *Division of Financial Management*; Major General John Kane, *Division of the Military*; Rich Mincer, *Department of Education*; Joe Roche, *DITCS*; Nancy Szofran, *State Board of Education*; Steve Wilson, *Idaho Tax Commission*; Jeff Youtz, *Legislative Services Office*.

Appendix D – ITRMC Resources

State of Idaho	www.accessidaho.org
ITRMC	www2.state.id.us/itrmc
ITTP	http://ittp.state.id.us/ittp/index.htm
(Information Technology Training Program)	
Dept. of Administration	www.state.id.us/adm

ITRMC Support Materials Available on the Internet:

- Agency IT Planning Templates, Project Profiles
(see www.state.id.us/itrmc — *look under Resources*)
- ITTP Class Schedules, On-line Registration
- Statewide IT Resource Asset Summary
- 2001 ITRMC Annual Report
- Idaho State IT Plan
- ITRMC IT Policies, Enterprise Standards and Guidelines

ITRMC Support Materials Available from ITRMC Staff:

- InfoTech News newsletters (*posted to ITRMC Web site—About ITRMC*)
- InfoTech '96 Task Force Report
- ITRMC Annual Reports, 1996-1997, 1998, 2000 (*Limited Hard Copies*)
- Idaho State IT Plan Executive Overview
- Copies of Official Approved Minutes (*posted to ITRMC Web site*)

ITRMC Staff:

Rich Elwood	332-1875, relwood@adm.state.id.us
Nathan Bentley	332-1879, nbentley@adm.state.id.us
Bill Farnsworth	332-1878, bfarnswo@adm.state.id.us
Don Fournier	332-1877, dfournie@adm.state.id.us
Emily Gales	332-1876, egales@adm.state.id.us

Phone:	208 332-1876	Mail:	ITRMC Staff
FAX:	208 334-2307		Dept. of Administration
E-Mail:	itrmc@adm.state.id.us		P.O. Box 83720
Web site:	www2.state.id.us/itrmc		Boise, ID 83720-0042

This report provides a summary of the activities of the ITRMC, in accordance with Idaho Code Section 67-5645.



ITRMC Staff
Department of Administration

650 West State Street (83702)

P.O. Box 83720

Boise, ID 83720-0042

Phone: 208/332-1876 Fax 208/334-2307

E-mail: itrmc@adm.state.id.us

Web site: www2.state.id.us/itrmc

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